

Annexure “A”

1. The **standard operating procedure developed for each service element** pursuant to clause 17.1 of the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018).
2. The **infrastructure plan** developed by the South African Post Office SOC Limited, and updated annually, pursuant to clause 8.13 of the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018).
3. Any **Change Orders** signed by both SASSA and the South African Post Office SOC Limited which amend (1) the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018) and/or (2) the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018).
4. Any **review and amendment of the Service Fee to be charged** by the South African Post Office SOC Limited to SASSA pursuant to clause 17.2 of the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018).
5. The **three year review report/s** submitted pursuant to clause 5.2 of the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018), and submitted to the Steering Committee established in terms of clause 18.1 thereof.
6. The **annual review reports** submitted pursuant to clause 5.3 of the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018) and submitted to the Steering Committee.

7. **Any written reports on the progress of the Implementation Protocol** entered into pursuant to section 35 of the Intergovernmental Relations Framework Act 13 of 2005, and signed by the SASSA and the South African Post Office SOC Limited on 17 November 2017, and which have been submitted to the Inter-Ministerial Committee on Comprehensive Social Security for the payment of social grants.

ENDS.